Frequently Asked Questions for the APS site

1. How do I get certificates from the courses I have already passed?
    a. You can download and print them from the Dashboard feature. Click on the "Dashboard" icon at the top right hand corner of your home screen (it is located right next to where your name is displayed). Then a menu will come up and you can click on "Certificates" and from there, you can download and print all of your certificates.
2. When does this term begin/end?
    a. This information will be posted on the site as soon as it becomes available. A term usually lasts approximately 3 months and there is usually a month break between terms.
3. Why does the course not come up when I click on "Start Course"? Or…Why do I get a message saying "It appears that pop-up windows have been blocked, stopping this SCORM package from playing…"?
    a. You need to go into your internet browser and unblock pop-up windows. You can do this by adjusting the settings in your web browser.
4. Why can't I see the course? My pop-up windows are not blocked, but I can't get to the course?
    a. Sometimes this happens when your internet browser is out of date. You can download the latest version right from the APS website. You can also try loading the APS course in a different web browser. For example, if you are using Firefox…try to open the course in Internet Explorer or Chrome.
5. I am unable to see the "Next" button to advance in the course?
    a. Try viewing the course in a different browser.
6. Why am I having trouble loading the courses?
    a. If you are using the most up to date browser, you may have to clear or delete your browser history in order to free up some space for the courses to run correctly.
7. How do I enroll in a course?
    a. Click on "Browse Courses" or "Click Here to Access Core Courses". Then click on the course that you wish to take. Then click on "Enroll Me" when prompted. From there you can enter the course.
8. What if I don't want to take the course right away after I enroll?
    a. You can later click on "My Courses" and a list of all the courses that you are enrolled in will come up. Click on the course that you wish to start and then click on "Start Course" once the course page comes up.
9. Where can I find a list of all the courses that I have completed?
    a. By using the "Dashboard" function, you should be able to access all the courses that you have taken and see your grades, as well as download and print your certificates. Click on the "Dashboard" icon and then click on "Grades" to see a record of all the courses that you have taken.
10. What is my username? I forget.
    a. If you send a support request with your first and last name, I can look it up for you in the system and respond to you vial email.
11. I forgot my password?

    a. On the login screen, click on "Forgot Username or Password" and then enter your username on the next screen. An email will be sent to the email address associated with your account with a temporary password. You will then, most likely, be prompted to change it to something unique to you.

12. How do I create an account?
    a. Go to the APS website, and at the blue bar at the top of the home page screen, click on "Create New Account". Then answer all the information required and fill in the CAPTCHA. An email will be sent to the email address you provided asking to confirm your account. Click on the link to confirm.

13. I never received an email to confirm my account? Or…the link will not work to confirm my account?
    a. Please send a support request, and I can go into the system and manually confirm your account for you. Sometimes the confirmation emails go into junk or spam and you may not have received it.

14. Once I have created an account, how do I get started taking classes?
    a. First, login to the APS website and then click on "Browse Courses". Select the course you wish to take and click on it. Then click on "Enroll Me". Then click on "Start Course". Make sure that you are allowing for pop-ups.

15. Please delete my account? Or…I have more than one account. Can you delete one of my accounts?
    a. We cannot monitor multiple accounts. If you have more than one account, I can go into the system and delete the account that you no longer wish to use. Please send a support request with the name and email address associated with the account so that it can be deleted.

16. Course is frozen, please help?
    a. Usually you can log out and log back in again and try to restart the course. Again, make sure that the browser is up to date and that you clear your browser history.

17. The course froze up while I was taking the test?
    a. If you run into technical problems while taking the test, please send a support request and we can go in and reset one attempt for you. Please include your username and email.

18. What courses do I need for the certification?
    a. You need the 12 core courses. Actually you need 13 courses, because the Olmstead course has a prerequisite (The ADA course which is an elective).

19. How many electives do I need to take?
    a. The electives are there for your knowledge. The only elective required is the ADA course, which is the prerequisite for the Olmstead course.

20. I failed the posttest twice, now what can I do?
    a. If you fail the posttest twice, you will need to wait until the next term to retake the course and then you will have 2 more attempts to retake the posttest for that course.

21. I have not used APS in over a year. Can I create a new account, or can I use the old one?

a. We do frown upon having more than one account. If you have forgotten your credentials, please let us know and we can get that information to you.
22. I would like to change the email address on my account?
   a. Please send a support request and I can go in and change your email address in the system. I just need to know your first and last name and the old email address as well as what you would like it changed to.
23. How do I become certified?
   a. The application for certification is located on the NY Peer Specialists website. There is a link to the site right on the APS homepage. You can review and download the application there.
24. Why am I having trouble with the courses/tests on my Smartphone/Tablet/iPad?
   a. The APS system is not designed for mobile devices. You need to take the APS courses on a desktop or laptop.
25. Do the courses cost any money?
   a. No, the courses are free to NY State residents.
26. I am from another state, can I use these courses?
   a. You can do the courses, but they will not count for anything except certification in the State of New York.
27. How many times can I take the posttest?
   a. You have 2 attempts to take the posttest. If you fail both times, you need to wait until the next term to retake.
28. Do I have to do the courses, or can I just take the posttest?
   a. It is recommended that you take the course, even if you work in the field or have prior knowledge of the coursework. You only have 2 attempts to take the test and if you fail both times, you will be locked out of trying the test again until the next term.
29. I'm having trouble logging in?
   a. It could be that you have the "CAPS LOCK" key on or that you are entering the incorrect username or password. It could also be that you have not confirmed your account.
30. Do you have hard copies of the courses?
   a. No, we don't keep hard copies of the courses. All coursework is done online.
31. Is APS compatible with screen readers for those who are blind?
   a. Yes, APS is most compatible with the JAWS screen reader.
32. I am unable to access some of the links in the courses?
   a. Please let us know if there are links that do not work within the courses and please be as specific as possible so that we can fix the issue.
33. The course fails to load?
   a. Sometimes this is a browser issue (browser needs to be updated, or browser history needs to be cleared). It might also be a problem with the APS site. Please let us know about it after you have tried opening in another browser or logging out and logging back in again.
34. I want to go back to where I left off in the course? How can I do that?

a. You can click on "Start Course" and a message will appear asking if you would like to pick up where you left off. Click on "Yes" to resume or "No" to start back from the beginning. Sometimes if you have just closed the window on the course, it will fail to bookmark you. In which case, you will need to manually advance the class by clicking the "Next" button.

35. I'm having trouble enrolling in a course?

a. Please let us know via support request. It could be an issue on your end, or it could be an APS issue. What I will try to do is to go in and manually enroll you in a course. If that works, we will let you know that we successfully enrolled you in a course. Then you can click on "My Courses" and enter the course.